



Fundamentals of Supervision for Maintenance Supervisors (PD-14)
COURSE OUTLINE

Day One

- Sign In
- Introductions and Overview
- Icebreaker
- BREAK

ROLE OF THE SUPERVISOR

Learning Objectives: At the end of this session, participants will be able to identify the skills needed to lead others

- Key Concepts
- Activity
- Top Ten Mistakes
- Summary
- Success Strategies

JOB ORGANIZATION

Learning Objectives: At the end of this session, participants will be able to understand how to schedule and budget for work activities

- Scheduling
- Activity
- Discussion on Budgets
- Activity

LUNCH

PROBLEM SOLVING

Learning Objective: At the end of this session, students will be able to handle conflict, handle grievance, and deal with people who have personal problems in the workplace

- Handling Conflict
- Activity
- Grievances and Complaints
- Activity
- Non-Union and Union Organizations
- Correcting Behavior
- Role Play

BREAK

MOTIVATION

Learning Objectives: At the end of this session, participants will be able to understand and influence the behavior of others, evaluate the needs of both worker and organization, analyze and improve performance, and use tools of motivation

- Successful Organization
- Levels of Success
- Levels of Performance
- People and Work
- Hierarchy of Needs
- Addressing Needs
- Rewards
- Role Play

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Day Two

Sign In

COACHING

Learning Objectives: At the end of this session, participants will be able to sustain and improve the performance of team members.

- Considerations in Coaching
- Activity
- Coaching Matrix
- Impacts
- Activity

BREAK

COMMUNICATION

Learning Objectives: At the end of this session, participants will be able to deliver clear messages and actively listen to others

- Supervisor-Employee Relationship
- Activity
- Elements of Communication
- Listening Effectively
- Activity
- Expressing Effectively
- Activity
- Handling Emotions

LUNCH

DELEGATING

Learning Objectives: At the end of this session, participants will be able to apply techniques to get work done through others

- Discussion Topic
- Exercise
- Trust and Delegation
- Delegating Responsibilities
- Activity

LEGAL ISSUES

Learning Objectives: At the end of this session, participants will be able to explain the legal responsibilities of the supervisor

- Activity
- Discussion on aspects of the law
- Employees Conduct

BREAK

HEALTH AND SAFETY

Learning Objectives: At the end of this session, participants will be able to conduct an investigation, identify employee rights, and explain OSHA and its policies

Group Exercise

Influential Factors

- OSHA
- OSHA and Supervisors
- Employees' Rights
- Causes of Accidents
- Investigation and Follow-up

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